



INFORMATION PACK



Support Coordinator | Recovery Coach



Position Overview



Job Title

Support Coordinator



Location

Canberra



Job Type

Part time



Reports to

NDIS Manager



Direct Reports

Nil



Closing Info

31/05/2024

We understand life sometimes throws people challenges. We exist to help them through.

MHF provides community based health support services directly and through partnerships with the public health system, primary health providers, other community organisations and the NDIS. The services we provide are:

- Accommodation services for people facing mental illness
- Support work
- Capacity building, prevention and recovery
- Harm minimisation

Our vision is that Canberrans and the surrounding community live with hope, choice and good mental health.

This is achieved using a recovery framework, a personal journey toward the achievement of holistic wellbeing.

Working with MHF, whether as a staff member or a volunteer is a rewarding experience that enables you to excel in your role. We value continuous improvement and strive to make the organisation a little bit better each day. We have a culture that we are proud of, a culture that puts the people we are here to serve at the forefront of everything we do.

Key Working Relationships

MHF participants, carers of MHF participants, other community sector organisations, MHF staff and volunteers; referrers, and government agencies.

Duties and Responsibilities

MHF provides a range of services including Support Coordination and Recovery Coaching to support our participants to reach their recovery goals.

This role will see you:

- Provide direct service delivery to female NDIS clients through a holistic approach involving carers, NDIS and other service providers as required
- Identify and report significant and notable changes in the needs of participants and undertake reviews of Individual Recovery Plans
- Keep accurate and timely records of contact with participants, including but not limited to documentation of intake assessment procedures, referrals and incident reports
- Promote MHF with all relevant stakeholders

This role will suit someone looking for a second job or someone looking for a role where hours will increase rapidly to meet expected increased demand.

Essential Requirement for this role are

- Minimum Certificate IV in Disability, Social Work or Mental Health
- Demonstrated highly developed written, verbal, interpersonal and service collaboration skills
- Demonstrated NDIS literacy with a minimum of 2 years working within the NDIS framework, including:
 - Working with NDIS participants directly,
 - Working with NDIS providers directly, and
 - Using the NDIS portal
- A current Australian Driver's Licence

Desirable

- Demonstrated awareness of consumer advocacy and empowerment issues
- Knowledge, skills and experience relevant to mental health support
- Experience managing aggressive communication

This role may involve working from home, so access to suitable computer equipment and internet will be required. You may also need to use your own vehicle from time to time.

Hours of Work

This is a permanent part time role. We are flexible in the number of hours for the right applicant, but as a guide we are aiming for around 20 hours per week. There will be an initial period focusing on building your client base, followed by ongoing support to those participants.

Most of the work will be undertaken during business hours, however there might be occasions where you may be required to work after hours.

Pre-Engagement Checks

As MHF's work involves staff being in direct contact with vulnerable people, all staff, whether paid or unpaid are required to complete a Working with Vulnerable People with NDIS Screening check.

MHF will conduct at least two reference checks on successful applicants and may also require proof of any professional qualifications stated on an application.

General Information

All staff, whether paid or unpaid are required to adhere to MHF's Code of Conduct and Organisational Policies during the course of their engagement.

MHF acknowledges Aboriginal and Torres Strait Islander peoples as Australia's First Peoples and sovereign custodians of this land. We pay our respects to Elders past, present and emerging.

MHF also acknowledge the individual and collective expertise of those with a living or lived experience of mental health. We recognise their vital contribution at all levels and value the courage of those who share this unique perspective for the purpose of learning and growing together to achieve better outcomes